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William Dever
Chief, Competition Policy Division
Wireline Competition Bureau

Kurt Schroeder
Acting Chief, Consumer Policy Division
Consumer & Governmental Affairs Bureau

Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

**Re: Notification Under Section 64.2009(f) – Telecommunications Carriers' Use of
Customer Proprietary Network Information and Other Customer Information, CC
Docket No. 96-115**

Dear Messrs. Dever and Schroeder:

Verizon's¹ policy is to notify consumer, small business, and medium business voice customers of their CPNI rights and to give them an opportunity to restrict the use of their CPNI ("opt-out") for marketing outside of their existing service relationship. In such notices, Verizon directs customers to call a specific toll-free number to opt out. Verizon provides such notices to new customers either as a message on their first bill or in a welcome letter. Verizon resends this notice to existing customers no less frequently than every two years thereafter.

During the week of January 14, 2013, Verizon determined that a subset of its consumer, small business, and medium business customers did not receive the opt-out notice on their initial bill. Although Verizon's investigation is ongoing, it appears that certain Verizon billing applications did not include the CPNI notice in cases where modifications were made to the customer's account or order prior to the issuance of the first invoice, or where the billing application did not recognize the service purchased or type of business as requiring consent.

¹ For purposes of this letter, the opt-out processes apply to the voice services provided by the Verizon local exchange carriers and the interexchange carriers Bell Atlantic Communications, Inc. d/b/a Verizon Long Distance and Verizon Select Services Inc. affiliated with Verizon Communications Inc.

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Verizon mailed its most recent CPNI notice to *all* consumer, small business, and medium business voice customers in April 2012, thus providing customers as of that date with the opportunity to opt out. Verizon now has categorized new customers since that date (*i.e.*, those to whom the biennial CPNI notice was not sent) as having opted out so their CPNI will not be used in marketing efforts until remediation and notification is complete. Verizon has remediated most of its billing applications, and efforts continue to complete such remediation.

Verizon will make all required notifications to the relevant state commissions. No state commissions have taken any action regarding this issue. Attached is a sample copy of the opt-out notice that is sent to new Verizon customers on their first bill.

While it is not clear that Section 64.2009(f) applies to the facts described above pertaining to Verizon's opt-out processes, Verizon provides this notification out of an abundance of caution.

Please do not hesitate to let us know if you have any questions.

Sincerely,

A handwritten signature in black ink, appearing to read "Jonathan Green". The signature is fluid and cursive, with the first name "Jonathan" written in a larger, more prominent script than the last name "Green".

Attachment

Customer Proprietary Network Information – Special Notice

Under Federal Law, you have the right and we have the duty to protect the confidentiality of your telecommunications service information. This information includes the type, technical arrangement, quantity, destination, and amount of use of telecommunications services and related billing for these services.

We may use this information, without further authorization by you, to offer you (i) services of the type you already purchase from us and (ii) the full range of products and services available from Verizon and its affiliates that may be different from the type of services you currently buy from us. In addition to local telephone services, Verizon and Verizon affiliate services include long distance (where authorized), wireless, and Internet services. A more complete description of our companies and service offerings is available at www.verizon.com. Use of your information as described in this notice will permit us to offer you a package of services tailored to your specific needs. Without further authorization by you, we may also share your information with Verizon affiliates with whom you already have an existing service relationship.

No action by you is necessary to permit us to use your information as described in this notice. If you wish to restrict Verizon or Verizon affiliate use of your information to offer services different from the type of services you currently buy from us, please register your restriction by calling us at 866-483-9700 within 30 days of receipt of this notice. You may change your decision at any time and your decision will remain valid until you tell us otherwise. Whatever you decide will not affect our provision of service to you. If you have any questions, please call your service representative or Account Manager.